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CONFIRMATION NO. 5240

<b>SERIAL NUMBER</b> 09/677,604	<b>FILING OR 371(c) DATE</b> 10/03/2000 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2141	<b>ATTORNEY DOCKET NO.</b> OPE-113	
<b>APPLICANTS</b> Antonio Dutra, Chicago, IL; Martin T. Wegner, Hoffman Estates, IL; Jack A. Stucky, Oxford, IN; Omprasad S. Nandyl, Yelm, WA;					
<b>** CONTINUING DATA *****</b>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY **</b> <b>** 12/12/2000</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged _____ Examiner's Signature Initials		<b>STATE OR COUNTRY</b> IL	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 39	<b>INDEPENDENT CLAIMS</b> 6
<b>ADDRESS</b> 28970					
<b>TITLE</b> SYSTEM AND METHOD FOR MANAGING COMPLIANCE WITH SERVICE LEVEL AGREEMENTS					
<b>FILING FEE RECEIVED</b> 711	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		